



## Patient delivered handover

can improve health outcomes while delivering safe, quality care.<sup>1</sup>

Enabling patients to lead their daily handover can increase their engagement and enhance their understanding of treatment.

Patient delivered handover is a handover process that acknowledges the patient as the expert and promotes shared decision making. Patients who have agreed to participate are provided with a form with prompting questions to use as a guide to use in the dedicated daily handover.

Patient delivered handover is voluntary. The patient's family and carer should also be involved, if this aligns with the patient's preferences.

Patient delivered handover is not for every handover. The team chooses one handover per day in collaboration with the patient/family/ carer to be the allocated 'Patient Voice' opportunity.

### How to use patient delivered handovers

1. **Prepare** – ensure governance and support is in place to include patient delivered handovers within your current workflow. Agree as a team at what time the daily patient led handover will be held.
2. **Inform**
  - a. Introduce the concept of patient delivered handovers when welcoming patients onto the ward/ unit/service.

- b. Emphasise that it is a voluntary process and an endorsement of the value you place on their input.
  - c. Check if there is anyone they would or would not like to be present.
  - d. Leave the patient delivered handover welcome letter with the patient, their family or carer.
3. **Select** the prompt sheet that suits the current needs of your ward/unit/service. There are different prompt sheets depending on specific risk factors, age groups and specialties. The prompt sheet encourages conversation and sharing while building rapport.
4. **Provide** patients with the appropriate prompt sheet and encourage them to make notes throughout the day.
5. **Handover** – During the handover, outgoing staff use the prompt sheet to start a conversation with the patient. Patients share their notes that have been made on their own prompt sheet. Oncoming teams ask questions if they need additional information.
6. **Complete** the handover process. After the patient delivered handover, both incoming and outgoing shifts need to continue the handover in an area separate to patient care areas. Share any sensitive information, safety concerns or feedback that may impact the unit/ward/ service at this time. Complete a [Safety Huddle](#).
7. **Follow up** – This process will highlight any misunderstanding or questions the patient may have. This may require follow up from nursing, medical or allied health teams.



## Who is this tool for?

All clinical staff (nurses, midwives, doctors and allied health professionals). Ideally, handovers should be interdisciplinary, with members from the different healthcare teams involved with the patient's care present.

## When should you use this tool?

During the daily clinical handover process for patients who would like to be involved with leading their handover. The time and place of the patient delivered handover should be discussed and agreed with the patient, and if the patient prefers, their family and/or carer.

## Why patient delivered handover works

Daily patient delivered handover has been shown<sup>1</sup> to:

- Increase engagement with patients, families and carers
- Reduce complaints about communication
- Improve the safety and satisfaction of patients
- Enhance patient understanding about their treatment
- Increase satisfaction and collaboration among nursing, medical and allied health teams.

## Resources available

1. Patient delivered handover welcome letter template
2. Patient prompt sheets
  - a. Falls Risk
  - b. Drug & Alcohol Care
  - c. Pressure Area Care
  - d. Mental Health
  - e. Medication Safety
  - f. Emergency Department
  - g. Children
  - h. Parents of Children
  - i. Maternity / Antenatal / Gynaecology

## Want to know more, go deeper?

[Patient's Voice, Kim Maddock](#)

[Maddock K. "The Patients Voice - A Patient Delivered Handover", \*International Journal for Quality in Health Care\*, Volume 30, Issue suppl 2, 2018](#)

[NSW Health Clinical Handover policy directive \(PD2019\\_020\).](#)

### Safety Fundamentals and Accreditation

Implementing this Safety Fundamental for Person Centred Communication will support healthcare organisations to demonstrate they are meeting actions in *National Standards 1: Clinical Governance*, *2: Partnering with Consumers*, *3: Preventing and Controlling Healthcare-Associated Infection*, *4: Medication Safety*, *5: Comprehensive Care* and *6: Communicating for Safety*.

### Acknowledgement and source

The CEC consumer partners for their input and support

Kim Maddock, Nurse Manager, Nepean Blue Mountains Local Health District, [kim.maddock@health.nsw.gov.au](mailto:kim.maddock@health.nsw.gov.au)

### Footnote

<sup>1</sup> The Patient's Voice – Implementation Guide © State of NSW (NSW Ministry of Health – NBMLHD) 2019